Network Services

Internet VPN

Schedule to the General Terms

Contents

Network Services

Where the Customer selects Internet VPN as detailed in the Order Form, the following terms shall apply:

1.   Internet VPN

1.1   Service Summary

1.1.1   BT will provide to the Customer the Internet VPN Service, comprised of:

a)   All of the service standard components set out in paragraph 1.2 as set out in any applicable Order, and

b)   Any of the service options set out in paragraph 1.5 that are selected by the Customer as set out in any applicable Order,

(the "Service").

1.1.2   The Service is a managed private VPN Service created using Internet Protocol Security (IPSEC) over the Internet that uses a variety of access methods and speeds to provide the Customer with any to any connectivity and a secure method of data transportation over the Internet.

1.1.3   BT will configure and design the Service in accordance with the details set out in the Order Form.

1.1.4   The Service includes the following: Project Management with BT Face to Face Project Manager, Standard or Enhanced Care, Standard ADSL Incident Management and Gold Performance Reporting.

1.1.5   There are no service levels associated with the Internet VPN Service. Any availability or repair figures provided are targets and are given for information only. Service levels will apply to the Access Lines described below as set out in the applicable terms.

1.2   Service Standard Components

BT will provide to the Customer all of the following service standard components in accordance with the details set out in any applicable Order:

1.2.1   Access Lines

a)   BT will provide Branch Sites with Access Lines into the Internet. The Access Line options available are as follows:

i.   Enterprise Broadband, which is a broadband Internet access Service from BT which provides UK ADSL and Superfast Broadband access to the Internet.

ii.   Internet Connect, which includes a range of data services that allow the Customer to connect to the Internet.

b)   The option selected will be set out on the Order and will be subject to applicable terms.

1.2.2   Host Site Connection - The Host Site connection comprises of:

a)   A Host Site Internet Access, which may be a BT provided Internet access or a Customer provided Internet Access. BT will advise the Customer of the appropriate bandwidth speed required for the Host Site Internet Access; and

b)   An Encryption Enterprise Gateway which is a router which terminates all encryption sessions and acts as the next hop server to all Branch Sites.

1.3   Managed Routers

a)   BT will install, monitor, configure, maintain and commission Managed Routers (both hardware and Software) to deliver connectivity for the Customer's traffic across the BT Network.

b)   BT is responsible for the network design and will ensure that any proposed reconfigurations of Managed Routers do not conflict with the Customer's existing network. If any network changes are required, BT will make the network changes at the same time as the reconfiguration of the Managed Routers. If the network changes require changes to Port and/or Access Line speeds, then the Customer agrees to pay Port and/or Access Line reconfiguration Charges and a new Monthly Recurring Charge will apply once the changes have taken effect.

c)   BT will archive Managed Router Configuration Files and restore configurations if a Managed Router fails. BT will store copies of the three most recent configurations for each Managed Router.

d)   BT will provide Software maintenance for Managed Routers ensuring that the level of Software is appropriate. Before any upgrade, BT will evaluate the impact to the Customer's network.

e)   BT will provide upgrades to OS versions when the manufacturer makes them obsolescent or if changes to the Service required by the Customer require a later release of Software.

f)   BT will configure the Managed Routers so that the Customer may download new Software to the Managed Router from the relevant BT systems, in addition to the existing Managed Router configuration.

g)   Additional Charges will apply if a hardware upgrade is necessary to support the Software upgrade. Where practicable, BT will notify the Customer in advance of its intention to raise such additional Charges and agree these with the Customer.

h)   BT's terms of sale for Equipment set out in the Equipment Schedule will also apply to the provision of the Managed Routers.

1.4   IPSEC Connection

a)   BT will provide an IPSEC connection built between the Site router and the Encryption Enterprise Gateway to provide a secure method of data transportation over the Internet.

1.5   Service Options

BT will provide to the Customer any of the following options that are set out in any applicable Order and in accordance with the details set out in that Order:

1.5.1   Internet Breakout

a) Internet Breakout is a Branch Site option that allows Site based traffic destined for Internet services to route directly into the Internet without passing through the Internet VPN and the Host Site. This option is an additional option which is not part of the standard Service.

1.5.2 Firewall

a) The Firewall may be a BT managed Firewall or a Customer provided Firewall. Where a Customer provided Firewall is used, the Customer will ensure it meets the specifications set out in the design document.

b) The BT managed Firewall provides secure connections between Customer Sites, usually over the Internet. IPSEC tunnels are set up between the Firewalls, this enables the Customer to use the public Internet as a secure extension to their network.

c) BT will support the following IPSEC Encyption VPN tunnels:

   i. VPN IPSec Remote using Checkpoint SecuRemote, Secure or Cisco VPN Client;

   ii. VPN IPSec Site to Site connecting a BT Managed Firewall Service to a BT Managed Firewall Service; and

   iii. VPN IPSec Extranet connecting a BT Firewall to 3rd party Firewall or Routers.

1.6 Service Management Boundary

1.6.1 BT will provide and manage the Service up to the Managed Router's Ethernet interface into the Customers LAN ("Service Management Boundary"). The cable which connects to the Customer Equipment is the responsibility of the Customer.

1.6.2 BT will have no responsibility for the Service outside the Service Management Boundary.

1.7 Associated Services and Third Parties

1.7.1 The Customer will have the following services in place that will connect to the Service and are necessary for the Service to function and will ensure that these services meet the minimum technical requirements specified by BT:

a) Where the Customer has taken the option to provide its own Internet Access at the Host Site, this must be in place prior to deployment of the Service and for the duration of the Service and must support the minimum bandwidth specified by BT from time to time;

b) Where the Customer has taken the option to provide its own Firewall at the Host Site, this must be in place prior to deployment of the Service and for the duration of the Service and must support the number of interfaces and security policy specified by BT from time to time; and

c) Where the Customer has elected to use an existing PSTN line to support the Enterprise Broadband service, the PSTN line must be migrated across to BT in accordance with the Enterprise Broadband terms.

2   Network Services - Customer Responsibilities

2.1 All Customer Equipment and any access circuits leased by the Customer directly from a Third Party shall be the sole responsibility of the Customer and are not included as part of the Service.

2.2 Unless otherwise stated, the Customer is responsible for providing suitable computer hardware, Software and telecommunications equipment and services necessary to access and use the Service.

2.3   The Customer shall be responsible for providing a suitable IP addressing scheme (that must be at least a /24 address block) that is registered with an approved Internet registration authority, otherwise it will not be accepted by BT. The Customer shall ensure that it has a single IP address within the Customer Network. Unless the Customer has selected the Configuration Management option, the Customer shall also be responsible for devising any IP addresses which may be required for the purposes of WAN, LAN or both as appropriate and network management.

2.4   If the Customer accesses the Service via a LAN, the Customer is responsible for:

2.4.1   providing and maintaining a suitable LAN and IP router capable of interfacing satisfactorily with the Service; and

2.4.2   configuration of the IP router.

2.5   The Customer shall be responsible for the creation, maintenance and design of all Customer Information.

2.6   The Customer warrants that it will comply with all consumer and other legislation, instructions or guidelines issued by regulatory authorities, relevant licences and any other codes of practice which apply to the Customer or BT and which relate to the provision of Customer Information provided that BT has given notice to the Customer of those which apply to BT.

2.7   Where appropriate, the Customer must specify the volume of traffic required for each CoS level.

2.8   The Customer must adhere to the recommended bandwidth, access rate or specified volume of traffic as specified by BT for each CoS level. The Customer acknowledges that if it exceeds such recommended bandwidth, access rate or specified volume of traffic, then this may result in service degradation for which BT will not be liable.

2.9   To enable BT to provide a CoS level, classification of traffic must be carried out. Unless the Customer has requested to carry out classification of traffic via Professional Services such classification will be the sole responsibility of the Customer.

3   Network Services - General

3.1   Where an IP address or Domain Name is allocated to the Customer, it may only be used in connection with the Service. Except where expressly registered in the Customer's name, all BT based IP addresses and domain names made available on the Customer's behalf in connection with the Service shall at all times remain the property of BT and shall be non-transferable. The Customer shall have no right to use such IP addresses or domain names upon termination of the Service, at which time they will revert to BT.

3.2   Where the Customer has requested network address translation, BT will configure the Service in accordance with the details specified in the design summary. Where the Customer subsequently requests BT to make a change to the network address configuration, the Customer shall pay BT's reasonable Charges for the work carried out.

3.3   The Customer will give BT as much notice as possible if it intends to use the Service or to encourage or require the use of the Service in such a way as to distort users natural usage patterns, including, by way of example, running promotions which require users to log on within a short space of time or on a "first come, first served" basis.

3.4   The Customer acknowledges that the quality of the Service may be impaired by the uploading and downloading of data when using an ADSL enabled Line.

4   Service Management Boundary

4.1   BT will provide and manage the WAN Services up to the bridge router interface to the Customers LAN and will not extend beyond the Customer LAN ("Service Management Boundary").

5   Defined Terms

In addition to the defined terms in the General Terms and the Managed Service from BT Schedule to the General Terms, the following defined terms apply in this Schedule (and in the case of conflict between these defined

terms and the defined terms in the General Terms and the Managed Service from BT Schedule to the General Terms, these defined terms will take precedence for the purposes of this Schedule):

"Access Line" means a circuit connecting a Site to the BT Network.

"Encryption Enterprise Gateway " means a router which terminates all encryption sessions and acts as the next hop server to all Branch Sites.

"Firewall" means a hardware device together with any associated Software, designed to prevent unauthorised access to the Customer's LAN.

"IPSec" means Internet Protocol Security which is a suite of open standards for helping to ensure data integrity and confidentiality over Internet Protocol (IP) networks.

"Internet Protocol Security (IPSEC)" means a protocol suite for securing Internet Protocol (IP) communications by authenticating and encrypting each IP packet of a communication session.

"Managed Router" means a Router owned and provided by BT for use with the Service, as further defined in paragraph 2.3 of this Schedule.

"Mbit" means a unit of information equal to 1,000,000 bits.

"Superfast Broadband" means the next generation broadband access service which uses fibre-optic cables for all or part of the connection and which offers speeds ten (10) times faster than ADSL.